OUTLOOK WEB ACCESS USER GUIDE

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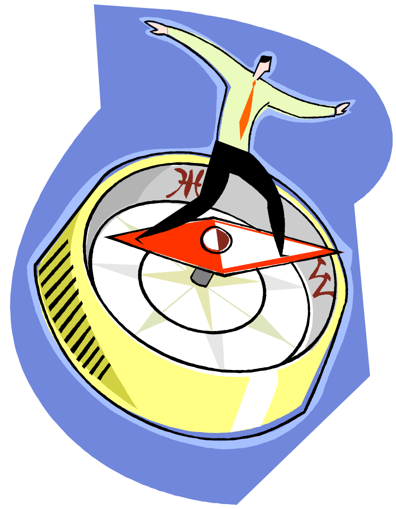
URL to Access ADOT OWA – Exchange 2003



OWA URL ***www.dot.state.az.us***

Navigate to:

Inside ADOT ➨ Remote Access (Miscellaneous section) ➨ Outlook Web Access

Determining Which Client to Use

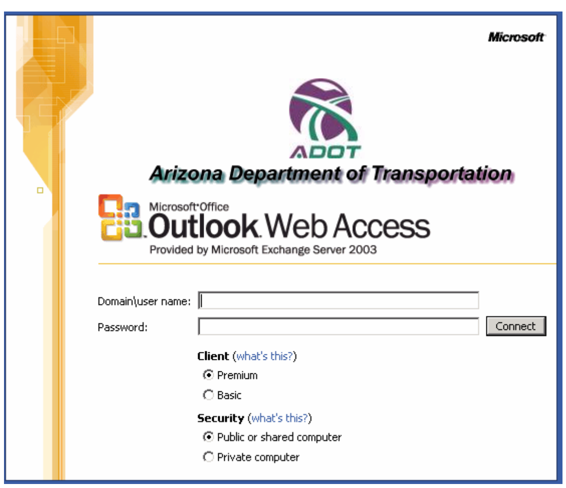
Client Type	Use	Benefits
Premium	• The premium client provides all Outlook Web Access features. • Only use if you have a fast internet connection • Use if your are using Internet Explorer 5.5	• Out of Office • Messaging Options • Reading Pane Options • Spelling Options • Privacy and Junk E-Mail Prevention • Date & Time format • Calendar options • Reminder options • Contact options • Recover deleted items
Basic	• The basic client provides fewer features than the premium client but offers faster performance. Use the basic client if you're on a slow connection. • Have a browser that is less than Internet Explorer 5.5 or work with Netscape	

Determining Which Security Setting to Use

Security Type	Use	Benefits
Public or Shared Computer	Select this option if you use Outlook Web Access on a public computer.	• Out of Office • Messaging Options • Reading Pane Options • Spelling Options • Privacy and Junk E-Mail Prevention • Date & Time format • Calendar options • Reminder options • Contact options • Recover deleted items
Private Computer	Select this option if you are the only person who uses this computer. Your Exchange server will allow a longer period of inactivity before logging you off.	

Log on to OWA - Exchange Server 2003

When logging in, you are greeted with the following screen

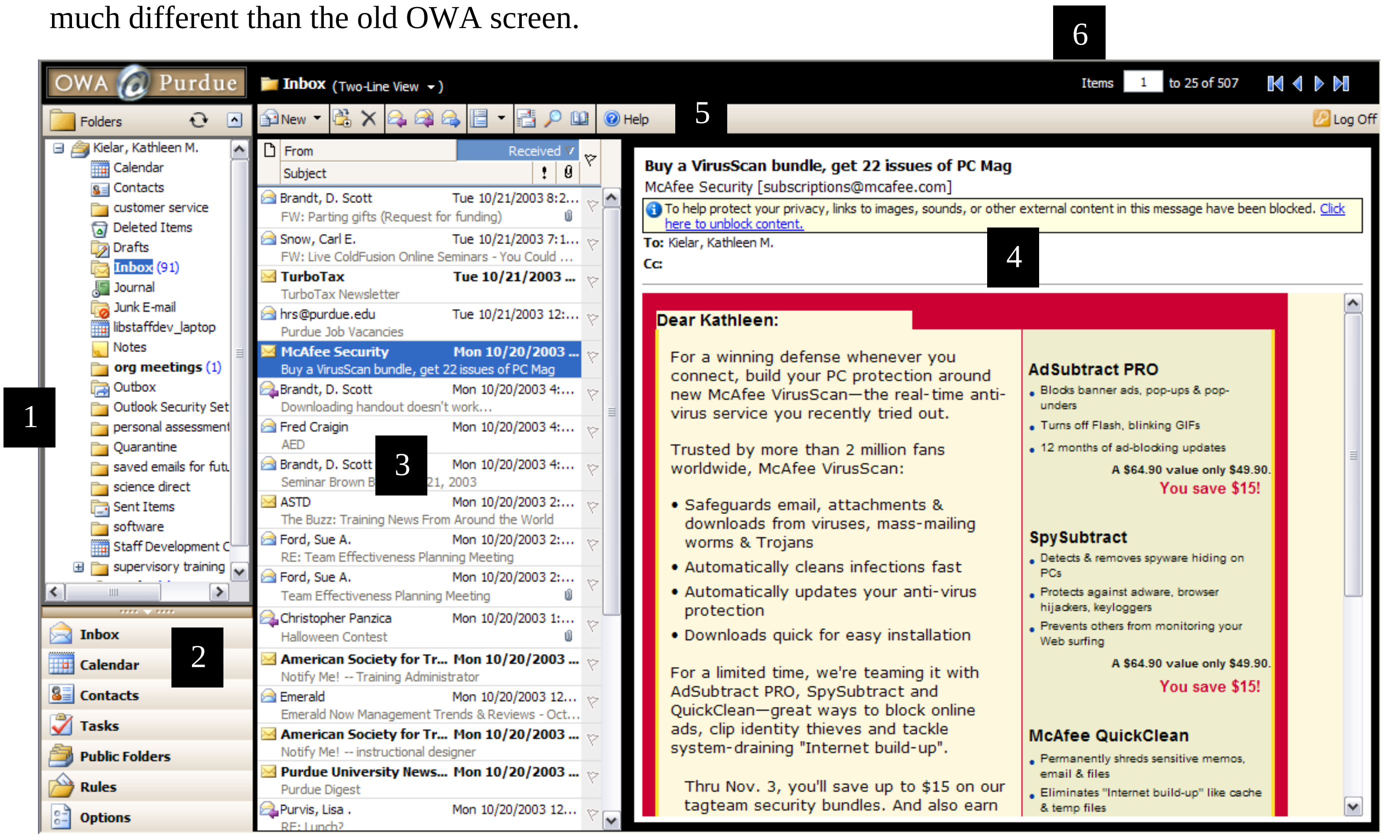


In the top field entitled *Domain\User name*, type: **dot\yourRACF**

For example, my RACf is *ab123*. I would type: **dot\ab123**

Identifying Parts of the OWA-Exchange 2003 Screen

When you first log on to the OWA client you will see a screen that is very much different than the old OWA screen.



Number	Screen Identification Name/Description
1	Folder Pane – Allows you to navigate through specific folders
2	Navigation Pane – Allows you to navigate through different Outlook functions such as inbox, calendar, tasks, public folders, rules, and options.
3	Contents Pane – Shows the contents of the selected Outlook function.
4	Preview Pane – Allows you to preview an items content
5	Toolbar – Provides useful tools that are applicable to the selected function
6	Navigation buttons – Allow you to navigate between records within a selected function.

Default E-mail Folders

Folder	Description
Deleted Items	Stores messages that you delete. After you delete a message from this folder it's permanently removed from your mailbox.
Drafts	Stores messages that you save. You can save messages that you want to finish composing or send at a later time.
Inbox	Stores newly received e-mail messages. New e-mail messages are displayed in bold type.
Junk E-mail	Stores newly received e-mail messages that have been identified as junk e-mail. Check this folder regularly to ensure that you do not miss messages that you want to receive.
Outbox	Stores outgoing e-mail messages until they're sent.
Sent Items	Stores a copy of each message that is sent.

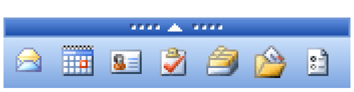
Personal Folders

In addition to your default e-mail folders, Outlook Web Access provides access to the following Outlook folders for your personal use. You can view, modify, and create tasks; however, you can only view your Notes and Journal items.

Folder	Description
Journal	Contains your Outlook Journal items.
Notes	Contains your Outlook Notes.
Tasks	Contains your Outlook Tasks.

The Navigation Pane

A horizontal splitter bar  located between the folder list and the buttons allows you to collapse the buttons into a button tray:



About the Toolbar Buttons

Button	Description
	Displays Help that is specific to the window you're working in.
	Allows you to create a new item, such as an e-mail message, a contact, or a task. This menu is always available. The icon displayed varies, depending on the window you're working in, as does the list of options displayed when you click the arrow next to the button.
	Checks the server for new messages. This button also refreshes your browser window.
	Allows you to search your Microsoft Exchange mailbox folders and your organization's public folders. You can base your search on one or more message characteristics, such as sender, subject line, or text in the message body.
	Allows you to organize messages and other items in your mailbox. You can move messages from one folder to another, or copy them to a different location.
	Moves the selected item—such as a contact, appointment, or message—to the Deleted Items folder. Hold down SHIFT when you click this button to permanently delete the selected items.
	Permanently deletes all items in the Deleted Items folder. You can, however, recover deleted items for a limited time after removing them from Deleted Items. Contact a system administrator about the expiration period for deleted items.
	Allows you to select a Reading Pane, which provides two ways to preview messages without opening them. You can preview messages in the bottom half of the view or side-by-side with the list of messages. You can also turn off the Reading Pane. You can also set the size of the Reading Pane for each folder. In the message list, place your pointer over the line that separates the Reading Pane from the messages, click, and then adjust the pane to the size you want.
	Opens the **Find Names** dialog box, which allows you to search your organization's global address list or your contacts. You can also address a new message from the **Find Names** dialog box by selecting a name from the list and clicking **Add recipient to...New Message**. **Note** You can't use the **Find Names** dialog box to search for distribution lists in your Contacts folder.
	Allows you to quit Outlook Web Access. This helps prevent others from using the computer to view the contents of your mailbox. **Important** Click **Log Off** before you close your Outlook Web Access browser window or navigate to another Web site.

Working with Folders

Create and Delete Folders

By default, messages sent to you are stored in your Inbox. However, you can organize your messages into a hierarchical folder system and continue to adjust it as your needs change. For example, you can create a folder called "My Team," with subfolders for each person on your team. When someone leaves your team you can delete that person's folder. If someone moves to another team you can move the folder to that team's folder.

The folders you create can reside at the same level as your default folders (Inbox, Sent Items, and so on), or you can build a personal folder hierarchy by creating subfolders within any existing e-mail folder. For example, you can create subfolders within a default folder, such as your Inbox, or within a folder that you created.

To Rename a Folder

- In the Navigation Pane, right-click the folder, and then click **Rename**.

To Create a Folder

1. To display your Exchange mailbox folders and public folders, click **Folders** in the Navigation Pane.
2. In the Navigation Pane, right-click any folder, and then click **New Folder**.

   Tips Although not required, you should right-click the folder that will contain your new folder. If you want to make a new subfolder for a parent folder, right-click the parent folder. To create a new folder from anywhere in Outlook Web Access, on the toolbar, select **Folder** from the **New** menu.
3. In the **Create New Folder** dialog box, type a name for the new folder in the **Name** box.
4. In the **Folder contains** list, select the type of items the new folder will contain. Your selection will determine which form (Contact, Calendar, e-mail message, and so on) Outlook Web Access will use to display this folder.
5. Select where you want the new folder to reside in the list of folders. If the new folder is a subfolder of Inbox, for example, click **Inbox**. If the new folder is at the top level of the folder hierarchy, click the first listing (your user name).

To Delete a Folder

1. To display your Exchange mailbox folders and public folders, click **Folders** in the Navigation Pane.
2. Right-click the folder you want to delete, and then click **Delete**.
3. When asked if you want to delete the current folder, click **OK**.

Note When you delete a folder, it is moved to the Deleted Items folder. The folder isn't permanently removed until you delete it from that folder.

To Move or Copy a Folder

1. To display your Exchange mailbox folders and public folders, click **Folders** in the Navigation Pane.
2. In the Navigation Pane, right-click the folder you want to move or copy, and then click **Move/Copy**.
3. In the **Move/Copy Item** dialog box, click the destination folder, and then click **Move** or **Copy**.

Tip You can also move or copy folders by dragging them. To move a folder, simply drag it to the destination folder in the Navigation Pane. To copy a folder, press CTRL and drag the folder to the destination folder in the Navigation Pane.

To Move or Copy a Folder to a New Folder

1. In the Navigation Pane, right-click the folder you want to move or copy, and then click **Move/Copy**.
2. In the **Move/Copy Item** dialog box, click **New**.
3. In the **Create New Folder** dialog box, type a name for your new destination folder in the **Name** box.
4. In the **Folder contains** list, select the appropriate item for your new folder, and then click **OK**.
5. In the **Move/Copy Items** dialog box, select the new folder, and then click **Move** or **Copy**.

Search Your Exchange Folders

To search a folder, you must open the search window from that folder, or from a parent folder of that folder. For example, clicking **Search** from your Inbox allows you to search Inbox and any subfolders you have created within Inbox. The search window will display the message "You are searching this folder: *[name of folder]*" to indicate the folders Outlook Web Access will search.

To Search Your Exchange Folders

1. Select the folder or parent folder you want to search, and then click **Search** on the toolbar.
2. To search the subfolders of the current folder, select the **Search Subfolders** check box in the **Search** window.

   Note This option is available only when searching your Exchange mailbox folders.
3. To search for text contained in the subject line of a message, in **Look in the Subject for these word(s)**, type the text for which you want to search.

   Tip You can search for a group of words in quotation marks, individual words, or both. Entering the phrase "status meeting" (with quotation marks) means both words must appear exactly as typed to meet the search criteria; whereas entering the words without quotation marks means both words must be present in an item, but don't have to appear next to each other. Separate phrases and words with a space.
4. To search the body of a message for the text you enter, select the **Also search message body** check box. Because this option causes Outlook Web Access to search every word of every message in the folder, the search process takes more time.

   Note When searching for text, Outlook Web Access discards articles and other "noise words" such as "with," "the," and "between."
5. To search for items sent by a particular person, type the sender's name in the **From** box.
6. To search for items sent to a particular person, type the name of anyone who was on the **To** or **Cc** lines of the message in the **Sent To** box. Separate multiple names with a semi-colon (;), space, or comma (,).

   Tip Always enclose full names in quotation marks (for example, "Kim Yoshida"). Otherwise, first and last names could be matched with other people in your organization.
7. Click **Find Now** to begin the search. You can't stop or interrupt the search until it is finished.

   Tip If more than one item is returned by your search, click a column heading to sort the results by that category. To view an item, double-click it.

Working with the Inbox

Read a Message

When you open an e-mail message in Microsoft Office Outlook Web Access, it's displayed in the read message form.

The read message form heading displays the following information:

- **From** The name (or e-mail address) of the sender or organization.

  To add the sender of a message to your Safe Senders List, right-click the sender's name or e-mail address, and then select **Add Sender to Safe Senders List**. To treat all subsequent messages from the sender as junk e-mail, right-click the sender's name or e-mail address, and then select **Add Sender to Blocked Senders List**.

- **To** The names (or e-mail addresses) of the primary recipients.

  To add a primary recipient to your Safe Recipients List, right-click the recipient's name or e-mail address, and then select **Add to Safe Recipients List**.

- **Cc** The names (or e-mail addresses) of the carbon-copy (cc) recipients.

  To add a carbon-copy recipient to your Safe Recipients List, right-click the recipient's name or e-mail address, and then select **Add to Safe Recipients List**.

- **Subject** The subject of the message.

- **Sent** The date and time the message was sent.

Tips To get more information about a sender or recipient, such as the person's street address or phone number, double-click their name in the **From**, **To**, or **Cc** box.

To add the sender or any of the recipients to your Contacts folder, right click the name, and then click **Add To Contacts**.

If the Reading Pane is turned on, you can view information about the sender or any of the recipients by double-clicking the person's name in the message preview.

Open a Message

1. Locate the message you want to read in the public folder or Microsoft Exchange mailbox folder. New e-mail messages always arrive in the Inbox and are displayed in **bold** type.

   Tip To mark a message you've opened or read as unread, select the message, and then press CTRL+U. To mark a message as read, select the message, and then press CTRL+Q. You can also right-click the message and select **Mark as Unread** or **Mark as Read** on the shortcut menu.

2. Double-click the message to open it, or select the message and then press ENTER.

Delete a Message

- To delete a message or multiple messages from a folder in the main Outlook Web Access window, select the messages and then click **Delete** on the main toolbar.

  Tip To select consecutive messages, click the first and last messages in the series while holding down the **SHIFT** key. To select non-consecutive messages, hold down the **CTRL** key as you click each message you want to delete.

- To delete an opened message, click **Delete** on the toolbar.

Note All deleted messages are sent to the Deleted Items folder. They aren't permanently removed until you delete them from the Deleted Items folder.

Move or Copy a Message

You can reorganize posted messages and e-mail messages in your mailbox. You can move or copy a message to an existing folder or to a new folder. You can also drag messages between your Exchange mailbox folders.

To Move or Copy a Message to an Existing Folder

1. Open the message you want to move or copy.
2. On the toolbar, click **Move/Copy** .
3. In the **Move/Copy Item** dialog box, select a destination folder and then click **Move** or **Copy**.

Tip You can also move or copy a message without opening it. Open the folder that contains the message, select it from the list of messages, and then click **Move/Copy** on the toolbar. Follow the same procedure as above.

To Move or Copy a Message to a New Folder

1. Open the message you want to move or copy.
2. On the toolbar, click **Move/Copy** .
3. In the **Move/Copy Item** dialog box, click **New**.
4. In the **Create New Folder** dialog box, in the **Name** text box, type a name for your destination folder.
5. In the **Folder contains** menu, select the appropriate item for your new folder, and then click **OK**.
6. In the **Move/Copy Item** dialog box, select the new folder, and then click **Move** or **Copy**.

Reply to or Forward a Message

To Reply to the Sender of a Message

1. On the read message form toolbar, click **Reply**. When you click **Reply**, the **To** text box is already addressed to the sender of the original message.

2. The text of the original message is copied into the message body. Type your reply within or above the sender's original message.

To Reply to the Sender and all Other Recipients of a Message

1. On the Read Message form toolbar, click **Reply to all**. When you click **Reply to all**, the **To** and **Cc** text boxes are already addressed to the sender, as well as every other recipient of the original message.

2. The text of the original message is copied into the message body. Type your reply within or above the sender's original message.

To Forward a Message

1. On the Read Message form toolbar, click **Forward**.

2. In the **To** box, type the e-mail address you want to forward the message to.

3. The text of the original message is copied into the message body. Type your reply within or above the sender's original message.

Tip You can also reply, reply to all, or forward a message by right-clicking the message in your Inbox and then selecting the action on the context menu.

Address a Reply

When you click **Reply** or **Reply to all**, the New Message form opens with the relevant names in the **To** and **Cc** text boxes. When you forward a message, you fill in these names yourself.

1. In the **To** or **Cc** text boxes, type the person's name or e-mail alias, or click **To** or **Cc** to open the **Find Names** dialog box.

   Tip The **Find Names** dialog box allows you to search your organization's global address list or your contacts for a recipient. (However, you can't use the **Find Names** dialog box to search for distribution lists in your Contacts folder.) After you locate the person, you can add his or her name directly to your e-mail message.

2. To add blind carbon copy (Bcc) recipients, in the **Bcc** text box, type their names, or click **Bcc** to open the **Find Names** dialog box.

   Note Bcc recipients receive a copy of the message, but their names don't appear in the list of recipients. Each Bcc recipient can't see the names of other Bcc recipients.

3. On the **Subject** text box, type a brief subject line.

   Tip When replying to or forwarding a message, the **Subject** text box is already filled in. **RE** will precede the subject of a message you're replying to. **FW** will precede the subject of a message you're forwarding. You can leave this subject, or you can delete it and type a new subject of your own.

4. Type your message in the message body. You can compose a response to the message above or within the text of the sender's original message.

Flag Messages for Follow-up

Use flags to remind yourself to follow up on an issue or to categorize messages in your Inbox. Microsoft Office Outlook Web Access provides six colors—red, blue, yellow, green, orange, and purple—that can be used to mean different things. For example, you can flag all personal messages in blue, all business-related messages in green, all messages that must be followed up on within 24 hours in red, and so on.

Message flags are displayed in the last column of the Inbox view.

You can use message flags to do the following:

- To flag a message with a particular color, right-click the flag that corresponds to the message, and then select the flag color.

  Tip To change a message's flag to red, click the flag that corresponds to the message.

- To flag a message as complete, right-click the message, and then click **Flag Complete** .
- To sort your messages by color, click the flag column heading.
- To clear a flag from a message, right-click the message, and then click **Clear Flag**.

Sort Messages

Microsoft Office Outlook Web Access allows you to sort and view messages in your Inbox according to different characteristics, such as subject, sender, and conversation topic ("thread").

To sort your messages, click the **Messages** list on the main toolbar, and then select one of the following views:

- **Messages** Displays all messages as they arrive in your Inbox. This is the default view.
- **Unread Messages** Displays only the unread messages in your Inbox.
- **Two-Line View** Displays a two-line view of all messages in your Inbox.
- **By Sender** Groups and displays messages sorted by sender. To see all messages from a particular sender, click the plus sign next to the message group.
- **By Subject** Groups and displays messages sorted by subject. To see all messages on a particular subject, click the plus sign next to the message group.

- **By Conversation Topic** Groups and displays messages sorted by the topic of conversation. To see all messages from a particular conversation, click the plus sign next to the message group.
- **Unread By Conversation Topic** Groups and displays only the unread messages by topic of conversation.
- **Sent To** Displays all messages in your Inbox sorted by the person or group to whom they were sent.

About Type-Down Search

Type-down search is a progressive search method that allows you to look for a message, contact, or task by typing on your keyboard. To search for a particular message in your Inbox, select the column you want to search, and then start typing the word you're looking for. Outlook Web Access highlights the message that best matches what you type. If it can't find an exact match, Outlook Web Access highlights the message that contains the closest match.

Important You can use type-down search only in columns that display user-related information, such as subject, sender, or recipient. (You can't use type-down search for messages of a particular size or receipt date, although you *can* sort a group of messages according to their size or when they were received.) In addition, you can use type-down search only within item views, such as **Messages** or **Unread Messages**. You can't search for a message within a group view, such as **By Sender**, **By Subject**, or **By Conversation Topic**.

Create a New Message

You create messages in the new message form. This is the same form Microsoft Office Outlook Web Access provides for replying to and forwarding messages. When you reply to a message, the heading information (To, From, and Subject) is already filled out for you.

To Create a New Message

- In the **Inbox**, on the toolbar, click **New** , or press CTRL+N.

  Tip You can also create a new message directly from your address book. On the toolbar, click **Address Book** , and then use the **Find Names** dialog box to search for the person or distribution list you want to send a message to. (Note that you can't use the **Find Names** dialog box to search for distribution lists in your Contacts folder.) Select the person's name in the list, and then click **Add recipient to...New Message**.

The default font in the new message form is 10-point Verdana.

To Change the Font of a Message

1. In the Navigation Pane, click **Options**.
2. Under **Messaging Options**, click **Choose Font**.
3. In the **Font** dialog box, select a font, style, and size, and then click **OK**.
4. Click **Save and Close**.

Encrypt and Digitally Sign a Message

To ensure that only its intended recipients can read the message, you can encrypt its contents and any files you attach to it. You can also add a digital signature to the message to prevent it from being tampered with while in transit. The digital signature also certifies to the recipient that the message is from you and not someone else posing as you.

Important To use either of these security features, you must download and install a Microsoft S/MIME control. This control enables you to use a message encryption protocol called Secure/Multipurpose Internet Mail Extension (S/MIME) that helps make your e-mail messages more secure. For more information, see Digitally sign a message and Set up message encryption.

1. To digitally sign the message, click **Add a digital signature to this message** in the toolbar.
2. To encrypt the message, click **Encrypt message contents and attachments** in the toolbar.

Address and Compose a Message

1. In the **To** and **Cc** boxes, type the names or e-mail aliases of the message recipients. Separate multiple names with semicolons (;).

   Tips You can also address the message by clicking **To** or **Cc**. This opens the **Find Names** dialog box, which allows you to search for a person in your organization's global address list or your Contacts folder. After you locate a person in the **Find Names** dialog box, add the name to your e-mail message by selecting the name and then clicking **To**, **Cc**, or **Bcc** next to **Add recipient to**.

   To add a resolved name in the address boxes to your Contacts folder, right-click the name, and then click **Add To Contacts**.

   To delete a name from the address boxes, right-click the name, and then click **Remove**. Or, select the name and press DELETE.

2. To add blind carbon copy (Bcc) recipients, type their names in the **Bcc** box, or click **Bcc** to open the **Find Names** dialog box. Bcc recipients receive a copy of the message, but their names don't appear in the list of recipients. Bcc recipients can't see the names of other Bcc recipients.
3. In the **Subject** box, type a brief subject line.
4. In the message body, type your message.

   Tip Use the **Formatting** toolbar to format your text with different sizes, fonts, and colors.

Check Names

Microsoft Office Outlook Web Access can match partial names typed into recipient boxes to their corresponding e-mail aliases only if the partial name is unique. For example, if the address list contains the aliases *john* and *johnny*, and you type *john*, the name *john* isn't completely matched and won't be recognized. This is because both *john* and *johnny* could be matched to *john*. The name *john* is also displayed in red to indicate that it isn't unique.

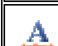
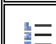
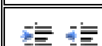
If you try to send a message to one or more recipients who can't be matched to an e-mail alias, the **Check Names** dialog box will appear. For each unresolved name, you can either delete the name from the list of recipients or select a similar name that Outlook Web Access has found in the address book.

1. On the toolbar, click **Check Names** . Unresolved names appear in red.
2. To delete the unresolved name, in the **Check Names** dialog box, select **Delete this recipient from the list**, and then click **OK**.
3. To get more information about one of the similar names in the list under **Change to**, such as street address or phone number, select the name, and then click **Properties**.
4. To change the unresolved name to one of the names under **Change to**, select the name, and then click **OK**.

Tip A maximum of 100 names is returned for you to select from. If you don't see the recipient you're looking for, refine the name you originally typed.

Format Messages

Use the **Formatting** toolbar to format your e-mail messages. With the following commands, you can change the appearance of text and the layout of your message.

Option	Description
Normal	Lists message styles. The default is **Normal**.
Arial	Lists the font styles you can use for your text.
10	Lists the available font sizes.
	Lists the available text colors.
B *I* U	Makes the selected text bold, italicized, or underlined.
	Aligns the text.
	Creates a bulleted list.
	Creates a numbered list.
	Increases or decreases the indent of your text.
	Sets the text direction in individual paragraphs from left to right or from right to left. This option requires Microsoft Internet Explorer 6 or later.

To Change the Default Font Used for all Your Messages

1. In the Navigation Pane, click **Options**.
2. Under **Messaging Options**, click **Choose Font**.
3. In the **Font** dialog box, select a font, style, and size, and then click **OK**.

Set Message Importance

Outlook Web Access allows you to set a message importance of high, low, or normal to any message you send or post, including new messages, replies, and forwards. Messages not designated as high or low have a normal importance by default.

- To set the importance level, in the new message or new post form, click **Importance: High** or **Importance: Low** on the toolbar.

Note Message importance can also be set in **Options**, under **Message Options**. See Set message options.

Set Message Options

By clicking **Options** on the **Message** toolbar, you can add a number of Outlook Web Access features to messages. The following features can be added to new messages, replies, and forwards:

- **Importance** Sets the message importance to Low, Normal, or High. The default setting is Normal.
- **Sensitivity** Sets the message sensitivity to Normal, Personal, Private, or Confidential. The default setting is Normal.
- **Message Receipts** Lets you request a delivery receipt or read receipt for your message. For more information, see Request a message receipt.
- **Digital Signatures and Encryption** Lets you encrypt or digitally sign the message.

  Note These options are available only if the S/MIME Control is installed. For more information, see Set up e-mail security.

Save a Message

You can save a message you want to send or complete at a later time. This applies to new messages as well as messages you're forwarding. By default, saved messages are stored in your Drafts folder.

To Save a Message

1. Open the message.
2. On the toolbar, click **Save**.

Tip To recall a saved message, double-click the message in the Drafts folder.

Send a Message

- When you've finished composing your message, click **Send** on the toolbar.

Working with Attachments

Attach a File to a Message

You can attach any type of file that is accessible from your computer or through your network to an e-mail message.

Tip If the S/MIME Control is installed on your computer, you can add an attachment by dragging and dropping it into the message body.

1. When creating your item, click **Add Attachment** on the toolbar.

   If the S/MIME Control isn't installed on your computer, continue with steps 2 and 3.

   Note The procedure for attaching a file is different if the S/MIME Control is installed on your computer. In the **Open** dialog box, locate the file using the available navigation buttons and icons (for example, My Documents), and then click **Open**.

2. In the **Attachments** dialog box, type the path to the file under **Choose a file to attach**, or click **Browse** to locate the file.
3. Click **Attach**. The file will appear under **Current file attachments**. Repeat steps 1-3 for any additional files you want to attach. The files you selected are displayed in the heading, next to **Attachments**.

Remove an Attachment

Note If the S/MIME Control is installed on your computer, right-click the file name, and then click **Remove**. Otherwise, complete the following steps:

1. When creating your item, click **Add Attachment** on the toolbar.
2. Under **Current file attachments**, select the check boxes next to the files you want to remove.
3. Click **Remove**.

Tip Attachments aren't copied when you reply to a message. Instead, a placeholder icon appears in place of the file. To include attachments, forward the message instead of replying to it.

Important Before editing attached files, you must download them to your computer. For help downloading files, see your Web browser documentation.

Read an Attachment

When a message contains an attachment, Microsoft Office Outlook Web Access displays a paper clip icon next to it in the folder listing.

When the message is opened, the name of the attached file appears in the message heading information. Some attachments, such as .txt and .gif files, are opened directly by the Web browser.

Caution Don't open an attachment unless you trust the content and the person who sent it to you. Attachments are a common method for spreading computer viruses. For this reason, Outlook Web Access may require you to first save attachments to your computer's hard disk before opening them. This will happen when an attachment contains a file with certain extensions, such as .mht, .xml, or .js. For a complete list of potentially dangerous file extensions that Outlook Web Access may filter, contact your server administrator.

To View an Attachment

- Double-click the attachment file name, located in the message heading information. The attachment will open in a new browser window.

Important Before editing attached files, you must download them to your computer. For help downloading files, see your Web browser documentation.

Send an Edited Attachment

In Outlook Web Access you can make changes to a downloaded file before forwarding it, posting it, or returning it to the sender.

1. Select the message with the original attachment, and then click **Forward** on the main toolbar.
2. In the message form, on the toolbar, click **Add Attachment** .
3. To select the original attachment, in **Current file attachments**, select the check box next to the file name, and then click **Remove**.
4. To attach your revised version of the original attachment, click **Browse**, and then on the **Choose file** screen, select the attachment file you edited.
5. Click **Open**.
6. In the **Attachment** dialog box, click **Attach**, and then click **Close**.

   The name of your attached file now appears under **Attachments** in the message heading.
7. Click **Send**.

About Calendar

The Microsoft Office Outlook Web Access Calendar allows you to create and track appointments. You can also organize and schedule meetings with co-workers, and then update or modify the information (time, location, or attendees) as required. When you use Calendar to keep track of your meetings and appointments, co-workers can check your availability for their own scheduling purposes.

In addition, all appointments and meetings can be set as recurring, meaning they occur on a regular basis. For example, you can schedule a recurring status meeting that occurs every Wednesday at 2:00 P.M.

To open your calendar, click **Calendar** in the Navigation Pane.

View Your Schedule

You can customize Calendar by clicking one of the following buttons on the **Calendar** toolbar. These buttons determine how many days are visible at one time. To view a different day, select a date from the month view to the right of your calendar.

View	Description
Daily 1	Displays all appointments and meetings for the current day. This is the default calendar view.
Weekly 7	Displays all appointments and meetings for the current week.
Monthly 31	Displays all appointments and meetings for the current month.

In addition to the daily, weekly, and monthly views, you can display up to seven days of your choice in one view.

To Display Specific Dates in One View

1. In the daily view, locate the first day in the date selector, and then click it.
2. Press CTRL, and then click up to six additional days from any month or year.

When you view your calendar, double-click a meeting or appointment to open it. After an item has been opened, you will be able to view details or make changes. If you double-click a recurring item, such as a weekly meeting, Outlook Web Access will ask if you want to open the occurrence (the meeting only on the day you selected) or the entire series (every meeting). For more information, see Set recurring items.

You can print your daily, weekly, or monthly schedule by clicking **Print** on the **Calendar** toolbar. Outlook Web Access alerts you if a printer needs to be installed on the computer you're using.

Create an Appointment

Unlike meetings, which include other people, appointments are commitments that only you are required to attend. Examples of appointments include a visit to a physician, picking up a child at school, or time you set aside to work on a project. When creating an appointment on your calendar, you can set how that time will appear (such as busy or out of office) when others view your schedule.

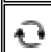
To Create an Appointment

1. In Calendar, on the toolbar, click **New**.

   Tip You can also create a new appointment by double-clicking a time slot in the daily calendar view or double-clicking the date bar in the weekly or monthly view.

2. In the **Subject** box, type a brief description of the appointment.
3. In the **Location** box, type the place where the appointment occurs.
4. In the **Start time** and **End time** lists, select the appropriate dates and times.
5. In the **Show time as** list, choose how you want your schedule to appear for the duration of the appointment. Your selection (**Busy**, **Free**, **Tentative**, or **Out of Office**) is what others will see when they view your schedule.
6. To be reminded about this appointment, select the **Reminder** check box.
7. In the message body, type any additional information, such as a list of materials to take to the appointment.
8. Click **Save and Close**.

The following table lists additional options that are available through the toolbar when creating an appointment.

Button	Description
	Attaches a document or other relevant material to the appointment. For more information, see Attach a file to an appointment.
	Sets the importance of the appointment to high.
	Sets the importance of the appointment to low.
	Sets a recurrence interval for the appointment. For more information, see Set recurring items.
	Invites other people to an appointment. This effectively changes your appointment to a meeting request.

Modify an Appointment

1. To open an appointment, double-click it on your calendar.

   Note If you're going to change the recurrence interval of an appointment, when prompted, select **Open the series**. If you select **Open this occurrence** you won't be able to change the recurrence interval.

2. To change the subject or location of the appointment, type new text in the appropriate boxes.

3. To change the date and time of the appointment, in the **Start time** and **End time** lists, change the start and end time of the new entries.

4. Click **Save and Close**.

Tip You can also drag and drop calendar items from one time to another (within a single day). To change the time of an appointment or meeting, drag the item to the new time.

Reply to a Meeting Request

1. To open the meeting request, double-click it in your Inbox.

   Tips To add the sender or any of the required or optional attendees to your Contacts folder, right click the name, and then click **Add To Contacts**.

   To get more information about the sender or one of the attendees, such as the person's street address or phone number, double-click their name.

   If the meeting request is displayed in the Reading Pane, you can view information about the sender or an attendee by double-clicking the person's name in the message preview.

2. Click one of the following buttons:

Button	Description
	Accepts the meeting and adds it to your calendar. Other people looking at your schedule can see that you're busy during the meeting time.
	Accepts the meeting but indicates that you may not attend it. The meeting is also added to your calendar. However, other people looking at your schedule can see you have only a tentative engagement at that time.
	Declines the meeting. Nothing is added to your calendar.

3. **Tip** To check your schedule for that day, before you accept the meeting, click **Calendar** in the Navigation Pane.

4. A message window will open, addressed to the sender of the meeting request. To add additional recipients to your meeting response, type their names in the **To** and **Cc** boxes.

5. If you want to send a message with the reply, type a message in the text box. For example, you can explain why you may not attend the meeting.

6. Click **Send** or **Don't Send Response**.

Reply to a Meeting Request with a Message

You can reply to a meeting request without accepting the invitation.

1. To send a message only to the meeting organizer, click **Reply** in the meeting request.
2. To send a message to everyone who was invited, click **Reply to all** .
3. In the message body, type your reply, and then click **Send**.

Forward a Meeting Request

You can forward a meeting request to someone who should attend the meeting but didn't receive the original invitation.

1. In the meeting request, click **Forward** .
2. In the **To** box, type the name or alias of the recipient, and then click **Check Names** to resolve the name. If you don't know the recipient's name, click **To** to look for the person in your organization's address book or your Contacts folder.
3. Click **Send**.

Attach a File to an Appointment

You can attach files, such as a Microsoft Word document or other relevant information, to an appointment. This allows you to send files with a meeting invitation or add information to a personal appointment.

1. In the appointment, click **Add Attachment** on the toolbar.
2. In the **Attachments** dialog box, type the path to the file under **Choose a file to attach**, or click **Browse** to locate the file.
3. Click **Attach**, and the file will appear under **Current file attachments**. Repeat steps 1-2 for any additional files you want to attach.
4. To return to the appointment, click **Close**. The files you attached will appear next to **Attachments**.

Planning Meetings

You can plan and schedule meetings with Microsoft Office Outlook Web Access by sending meeting requests. Meeting requests are appointments to which other people are invited.

Other people can also invite you to their meetings, in which case you receive a meeting request form to accept or decline their invitations.

The meeting request toolbar provides the following options:

Button	Description
	Attaches a document or other relevant material to the appointment.
	Sets the importance of the appointment to high.
	Sets the importance of the appointment to low.
	Forwards a meeting request to anyone you didn't include in the original invitation.
	Sets a recurrence interval for the appointment.
	Invites other people to an appointment, which effectively turns your appointment into a meeting request.
	Resolves an e-mail alias you typed in the **Required** or **Optional** text box. If Outlook Web Access doesn't recognize a recipient, the **Check Names** dialog box will open.
	Prevents a meeting invitation from being sent. You can still use the form to create an appointment for yourself.

Send a Meeting Request

1. In Calendar, on the toolbar, click **New**.
2. On the **Appointment** toolbar, click **Invite Attendees**.
3. In the **Required** and **Optional** text boxes, type the names of the people you want to receive this meeting request. If necessary, type in the **Resources** box to specify a conference room or special equipment, such as an overhead projector.

   Tips You can also add names or distribution lists to your meeting request by clicking **Required** or **Optional**. This opens the **Find Names** dialog box, which allows you to search for a person in your organization's global address list or your Contacts folder. (However, you can't use the **Find Names** dialog box to search for distribution lists in your Contacts folder.) You can also click **Resources** to search for resources in your organization. After you locate a person in the **Find Names** dialog box, add the name to your meeting request by selecting the name and then clicking **Required** or **Optional** next to **Add recipient to**.

   To add a resolved name in the address boxes to your Contacts folder, right-click the name, and then click **Add To Contacts**.

   To delete a name from the address boxes, right-click the name, and then click **Remove**. Or, select the name and press DELETE.

4. To check the schedule of potential attendees, click the **Availability** tab. This ensures you're choosing a time when everyone is free to attend your meeting. For more information, see Check the availability of attendees.
5. On the **Appointment** tab, the **Request Responses** check box is selected by default. If you don't want your meeting request recipients to send you their responses, clear this check box.
6. In the **Subject** text box, type the meeting's topic.
7. In the **Location** text box, type the location where you plan to hold the meeting.
8. In the **Start time** and **End time** lists, select the appropriate dates and times. If this meeting will occur on a regular basis, click **Recurrence** on the toolbar. For more information, see Create a recurring item.
9. In the **Show time as** list, select how you want your schedule to appear for the duration of the meeting. Your selection (**Busy**, **Free**, **Tentative**, or **Out of Office**) is what others see when they view your schedule and the schedules of all attendees.
10. Select the **Reminder** check box to be reminded about this meeting. This also reminds all recipients of the meeting request (provided they have reminders enabled on their calendars).
11. Type a message to accompany your meeting request in the message text area, and then click **Send**. A meeting request is sent to each invitee, and the new meeting is added to your schedule. Each person who receives your meeting request can accept, decline, or tentatively accept it.

Reschedule a Meeting

1. In Calendar, double-click the meeting you want to reschedule.
2. In the meeting request form, make any necessary changes to the **Required**, **Optional**, **Location**, **Start time**, and **End time** boxes.
3. If there was a scheduling conflict with one or more attendees, click the **Availability** tab to view everyone's schedule. This will help you find a more convenient time.
4. On the toolbar, click **Send Update**.

Note If you cancel a meeting Outlook Web Access will ask if you want to notify attendees with a cancellation notice.

Forward a Meeting Request

1. In Calendar, double-click the meeting.
2. In the meeting request form, click **Forward** .
3. In the **To** box, type the name or alias of the recipient, and then click **Check Names** to resolve the name. If you don't know the recipient's name, click **To** to look for the person in your organization's address book or your Contacts folder.
4. Click **Send**.

Cancel a Meeting

1. In **Calendar**, open the meeting you organized.
2. On the toolbar, click **Delete** ✕.
3. In the **Alert** dialog box, click **Yes** to send a cancellation notice to the people you invited to the meeting.

   Tip If you want to include a message with the cancellation, such as the reason you're canceling the meeting, type your message in the body of the cancellation form.
4. Click **Send**

Recurring Items

Create a Recurring Item

Many meetings, appointments, and events occur on a regular basis over a period of time. Instead of creating new calendar items for each occurrence, you can set the item as recurring. Microsoft Office Outlook Web Access will automatically schedule the item each time it is to occur.

You can schedule recurring appointments and meetings. You can set an existing calendar item as recurring. However, you can only modify meeting requests to recur if you created them.

1. Compose a new appointment or meeting request, or open an item that currently appears on your schedule.
2. On the toolbar, click **Recurrence**.
3. In the **Recurrence pattern** dialog box, under **Appointment time**, use the **Start** and **End** lists to select the start and end times of the recurring item.
4. Under **Recurrence pattern**, choose how often the appointment or meeting will occur.
5. Under **Range of recurrence**, select when you want this recurrence pattern to begin and end.

Change or Delete a Recurrence

You can change the recurrence interval of an appointment or meeting to accommodate a change in your schedule or the schedules of one or more meeting attendees. You can also change a recurring item to a single occurrence by deleting its recurrence pattern.

To Change the Recurrence Interval of an Appointment or Meeting

1. In **Calendar**, double-click the appointment or meeting to open it. When prompted by Outlook Web Access, select **Open the series**, and then click **OK**.
2. On the appointment or meeting toolbar, click **Recurrence**.
3. In **Recurrence**, make the appropriate changes to the recurrence pattern.

To Delete a Recurrence Pattern from an Appointment or Meeting

1. In **Calendar**, double-click the appointment or meeting to open it. When prompted by Outlook Web Access, select **Open the series**, and then click **OK**.
2. On the toolbar, click **Recurrence** .
3. In the **Recurrence pattern** dialog box, click **Remove Recurrence**.

About Contacts

Create a New Contact

1. In Contacts, on the toolbar, click **New**.
2. In the new contact window, on the **General** tab, type the information you want to include for the contact.

   Tip Use the drop-down lists to record multiple entries in some boxes. For example, the drop-down list next to the **E-mail** icon allows you to store up to three different e-mail addresses for a contact (**E-mail**, **E-mail 2**, and **E-mail 3**). You can also store multiple addresses and phone numbers.
3. If you have multiple addresses stored for a contact, you can designate one as the contact's mailing address. Select the address in the list, and then select the **Mailing address** check box.
4. On the **Details** tab, you can fill in additional information about a contact.
5. Click **Save and Close**, and then refresh your browser window to see the new contact.

Note Use the **File As** list on the **General** tab to determine how the contact will appear in Contacts. You can display each person by first and last name, by last name first, or by company name.

Open a Contact

To view all the information you have stored for a contact, you'll need to open the contact.

- In Contacts, double-click the contact you want to open.

Create a Distribution List

If you regularly send e-mail messages to a group of people, you can create a distribution list to simplify addressing messages and meeting requests. After a distribution list is created, you can send a message or meeting request to multiple recipients at the same time. Distribution lists can include anyone with a valid e-mail address.

1. On the main toolbar, click the arrow next to **New**, and then click **Distribution List**.
2. In the new distribution list window, in the **List Name** text box, type the name of your new distribution list.
3. To add a member of your organization to your distribution list, click **Find Names**. Use the **Find Names** dialog box to locate the person in your organization's global address list or your contacts,

and then click **Add recipient to...Distribution List**. Repeat this step for each person you want to add.

Note You can also type the e-mail addresses or aliases for the people you want to add in the **Add to Distribution List** text box.

4. To add a personal contact or person outside of your organization to your distribution list, type the contact's name or the person's e-mail address in the **Add to Distribution List** text box, and then click **Add**. Repeat this step for each person you want to add.

Tip To delete the distribution list from your address book in the new distribution list window, click **Delete** on the toolbar. To send a message to all the members of the distribution list, click **Send mail to list**.

Working with Contacts

Sort Contacts

There are a number of ways to sort and view your contacts so that you can view certain characteristics for all your contacts at once.

In Contacts, on the main toolbar, click the **Contacts** list, and then select one of the following views:

- **Address Cards** The default view, which displays basic information from each contact's **General** tab.
- **Detailed Address Cards** All the information you have for a contact, which can include additional information such as job title, company name, home phone, and so on.
- **Phone List** Each contact's name and every phone number you have for them.
- **By Company** Each contact's name and their company information.
- **By Location** Each contact by address characteristics.
- **By Followup Flag** Each contact you need to follow up with, to help you keep track of urgent or important matters.

Search for a Contact

Type-down search is a progressive search method that allows you to look for a message, contact, or task by typing on your keyboard.

To Search for a Contact

- Select the column you want to search, and then start typing the word you're looking for. Microsoft Office Outlook Web Access highlights the contact that best matches what you type. If it can't find an exact match, Outlook Web Access highlights the contact that contains the closest match.

Important You can use type-down search only within item views, such as the Phone List view or Address Cards view. You can't search for a particular contact within a group view, such as the By Company, By Location, or By Followup Flag views.

Move and Copy Contacts

1. In Contacts, select the contact you want to move or copy to a different folder.
2. On the toolbar, click **Move/Copy**.
3. In the **Move/Copy Item** dialog box, select the destination folder, and then click **Move** or **Copy**.

Attach a File to a Contact

You can attach files, such as a Microsoft Word document or other relevant information, to a contact. This allows you to store all information pertaining to a contact in one location.

1. Open the contact you want to attach a file to.
2. On the toolbar, click **Add Attachment** .
3. In the **Attachments** dialog box, under **Choose a file to attach**, type the path to the file, or click **Browse** to locate the file.
4. Click **Attach**, and the file will appear under **Current file attachments**. Repeat steps 1-3 for any additional files you want to attach.
5. To return to the contact, click **Close**. The files you selected will appear at the bottom of the **General** tab, next to **Attachments**.

   Note You may need to refresh your browser window to see any attachments you've added. Press F5 to refresh the window.

Creating Tasks

Create a Task

1. In **Tasks**, on the toolbar, click **New**.
2. On the **Task** tab, type a task name in the **Subject** box.
3. Select the appropriate options for the task.
4. Click **Recurrence** to make the task recur. In the **Recurrence pattern** dialog box, set the recurrence pattern for the task, and then click **OK**.
5. Click **Save and Close**.

Create a Recurring Task

Some tasks, such as compiling a monthly status report, occur on a regular basis. Instead of creating a separate task for each occurrence, you can create one task that recurs over a period of time.

1. Create a new task or, in **Tasks**, open an existing task you've created.
2. On the toolbar, click **Recurrence**.
3. Under **Recurrence pattern**, select how often you want the task to occur.

4. Under **Range of recurrence**, select when you want this recurrence pattern to start and end.
5. Click **OK**.
6. If necessary, fill out the rest of the task form (for example, due date and priority).
7. Click **Save and Close**.

Working with Tasks

Sort Tasks

To sort your tasks, click the **Tasks** list on the main toolbar, and then select one of the following views:

- **Simple List** The subject and due date for all your tasks including those marked as complete. This is the default view.
- **Detailed List** Each task's subject, status, due date, percent complete, and priority. It also indicates whether each task has any attached files.
- **Active Tasks** All tasks that haven't been completed or deferred.
- **Next Seven Days** All tasks due within the next seven days.
- **Overdue Tasks** All tasks still incomplete as of the due date.
- **Completed Tasks** All tasks you've marked as complete.
- **Taskpad** The subject and due date for all tasks whose status is **Not Started**, **In Progress**, or **Waiting on someone else**.

Attach a File to a Task

You can attach a file, such as a Microsoft Word document or other relevant information, to a task. This allows you to store all information pertaining to a task in one location. You can also attach a file when you create a task.

1. To open a task, double-click it.
2. On the toolbar, click **Add Attachment** .
3. In the **Attachments** dialog box, under **Choose a file to attach**, type the path to the file, or click **Browse** to locate the file.
4. Under **Add the file to the list**, click **Attach**. The file will appear under **Current file attachments**.
5. To return to the task, click **Close**. The files you attached are now displayed next to **Attachments**.

Mark a Task as Complete

1. In the Navigation Pane, click **Tasks**.

2. Select the **Mark Complete** check box next to the appropriate task.

About Task Reminders

In Microsoft Office Outlook Web Access, you can set reminders on your tasks. You can then determine the day and time when a reminder message will appear before a task is due.

Notes For task reminders to work, **Enable reminders for Task items** must be selected on your Options page. After you enable reminders, you can choose to have a sound accompany the reminder. (The sound option doesn't work on Unix computers.)

Task reminders work only on tasks stored in your Tasks folder.

You can also set reminders on appointments and meetings. For more information, refer to About Calendar reminders.

Set Reminders

After you enable task reminders, you can activate them whenever you create a task.

1. When creating a task, select the **Reminder** check box in the new task form.

2. The default reminder time is 8:00 A.M. on the day the task is due. To be reminded on a different day or at a different time, select the day or time from the drop-down list.

Dismiss or Snooze Reminders

When the **Reminder** dialog box opens, it lists all Calendar items and tasks for which reminders aren't dismissed. **Subject** lists the name of the item, and **Due In** indicates how long until the item starts or is due. If the scheduled time for a meeting or appointment or the due date for a task has passed, the reminder indicates how long it is overdue.

Dismissing a reminder closes the reminder and ends all future reminders for the selected item.

To Dismiss a Reminder

- In the reminder, select one or more items, and then click **Dismiss**. To dismiss all items, click **Dismiss All**.

In the **Reminder** dialog box, **Subject** lists the name of the item, and **Due In** lists how long until the item takes place. If the scheduled time for a meeting or appointment or the due date for a task has passed, the reminder indicates by how long it is overdue.

Tip To view the details of an item, select it, and then click **Open Item**.

If you don't want to dismiss a reminder, you can snooze it. Snoozing closes the reminder temporarily. After a period of time that you designate (the default is five minutes), the reminder opens again.

To Snooze a Reminder

1. Select the item you want to snooze in the **Reminder** dialog box.
2. Under **Click Snooze to be reminded again in**, use the drop-down list to specify when you want to receive another reminder.
3. Click **Snooze**.

Create a Rule

Important If you use rules created in Microsoft Outlook, Microsoft Office Outlook Web Access may interpret them differently depending on the version of Outlook you used to create them. For more information, see About Rules.

1. In the Navigation Pane, click **Rules**.
2. In the **Rules** screen, click **New**.
3. In the **Rule Name** box, type a name for the rule if you want to give the rule a specific name. If you leave this box blank, Outlook Web Access will generate a name from the rule criteria you specify (for example, "Sent only to me").
4. In the **Edit Rule** dialog box, specify any or all of the following conditions:
    - To base the rule on who sent the message, type the alias or e-mail address of the user name or distribution list in the **From field contains** box. To find the person or distribution list in your organization's address book or your contacts, click **Address Book** .
    - To base the rule on words in the subject of the message, type the words in the **Subject contains** box.
    - To base the rule on the importance setting of the message, select the importance in the **Importance is** menu.
    - To base the rule on who the message was sent to, type the alias or e-mail address of the user name or distribution list in the **People or Distribution List** box. Separate two or more entries with a semicolon (;). To find the person or distribution list in your organization's address book or your contacts, click **Address Book** .
    - To base the rule on messages that are sent only to you, select the **Sent only to me** check box.
5. Specify what to do with the message if it meets the conditions you set in step 4:
    - To move the message to a folder, select **Move it to the specified folder**, click **specified**, and then select the appropriate folder in the **Move/Copy Item** dialog box.
    - To copy the message to a folder, select **Copy it to the specified folder**, click **specified**, and then select the appropriate folder in the **Move/Copy Item** dialog box.
    - To delete the message, select **Delete it**.

- o To forward the message to someone, select **Forward it to**, and then type the alias or e-mail address of the person or distribution list in the adjacent box. Separate two or more entries with a semicolon (;). To find the person or distribution list in your organization's address book or your contacts, click **Address Book** . By default, a copy of the forwarded message is kept in your Inbox.

6. Click **Save and Close**.

About Options

Automatically Reply to E-mail you Receive

The Out of Office Assistant generates automatic replies to e-mail messages that you receive while you're away. Each time you activate the assistant, Outlook Web Access sends an automatic reply to someone the first time he or she sends you a message.

1. In the Navigation Pane, click **Options**.
2. To enable the Out of Office Assistant, under **Out of Office Assistant**, click **I'm currently out of the office**.
3. In the text box, type the message you want people to receive when they send you e-mail messages while you're away.
4. To disable the Out of Office Assistant, click **I'm currently in the office**.

Customize Messages and Message Views

Use the following procedures to customize your messaging options.

To Change the Number of Items Displayed Per Page in Your Inbox or Other Folders

- Under **Messaging Options**, in the list next to **Number of items to display per page**, select a number. The higher the number, the longer each page takes to refresh.

To Indicate What to Display after You Move or Delete an Item

- Under **Messaging Options**, in the list next to **After moving or deleting an item**, select an action. Outlook Web Access can open the next item in the list (the default), open the previous item, or return to the window you moved or deleted the item from and select—but not open—the next item in the list.

To Enable Pop-Up Message Notifications on Your Computer When You Receive New E-Mail Messages

- Under **Messaging Options**, select the **Display a notification message when new mail arrives** check box.

To Be Notified With a Sound When New Messages Arrive

- Select the **Play a sound when new mail arrives** check box.

  Note The sound option doesn't work on Unix computers.

To Append a Custom Signature to Each Message You Send

1. Click **Edit Signature**.
2. In the **Signature** dialog box, type and format the signature you want to use, and then click **Save and Close**.
3. Select the **Automatically include my signature on outgoing messages** check box.

To Set the Font You Use For New, Replied To, And Forwarded Messages

1. Click **Choose Font**.
2. In the **Font** dialog box, select a font, style and size, and then click **OK**.

Mark Previewed Items as Read or Unread

Use the following options to determine whether items displayed in the Reading Pane will be marked as read or left as unread. Even if you view an item in the Reading Pane, you may want to leave the item marked as unread as a reminder to return to it later.

To Mark Items You View In the Reading Pane as Read

1. Under **Reading Pane Options**, select the **Mark item displayed in Reading Pane as read** check box.
2. To set a delay for when the item is marked as read, type a number in the **Wait [*n*] seconds before marking item as read** text box. The default is five seconds.

To Mark Items You View In the Reading Pane as Read after You Select another Item in the List

- Under **Reading Pane Options**, select the **Mark item as read when selection changes** check box. This is the default setting.

To Leave Items You View In the Reading Pane Marked As Unread

- Under **Reading Pane Options**, select **Do not automatically mark items as read**.

Set up the Spelling Checker

Use the following procedures to customize your spelling options.

To Prevent the Spelling Checker from Checking Words in UPPERCASE Letters

- Under **Spelling Options**, select the **Ignore words in UPPERCASE** check box.

To Prevent the Spelling Checker from Checking Words That Contain Numbers

- Under **Spelling Options**, select the **Ignore words with numbers** check box.

To automatically Check Spelling before a Message Is Sent

- Under **Spelling Options**, select the **Always check spelling before sending** check box.

Outlook Web Access also allows you to spell-check messages in several languages using language-specific dictionaries.

To Select a Dictionary

- Under **Spelling Options**, select a language from the drop-down list.

Note The spelling checker is available only to licensed users of Outlook Web Access, which provides the spelling-checker technology. For more details and information about the providers of the spelling-checker technology, see About Outlook Web Access.

Set up E-mail Security

You can help make your e-mail messages more secure by using a message encryption protocol called Secure/Multipurpose Internet Mail Extension (S/MIME). With S/MIME you can digitally sign your messages to help protect them from tampering while in transit. The digital signature also certifies to the recipient that the message is from you. You can also encrypt the message contents to help prevent unauthorized recipients from reading the message.

To use S/MIME with Outlook Web Access, you must have the following:

- Microsoft Windows XP or Windows 2000.
- Microsoft Internet Explorer 6 or later.
- A computer that allows you to download and install the S/MIME Control.
- Valid digital certificates for sending digitally signed e-mail messages or receiving encrypted e-mail messages.

To download and install the newest version of the S/MIME Control on your computer, under **E-mail Security**, click **Download**. If an older version of the control is already installed on the computer, under **E-mail Security**, you may need to click **Re-install** to update it.

When the control is installed on your computer, the toolbar on the new message form will contain the following buttons:

-  Allows you to digitally sign the message.
-  Allows you to encrypt the contents of the message, including attachments.

To remove the S/MIME Control

1. In Control Panel, select **Add or Remove Programs**.
2. In the list of installed programs, select **Microsoft Exchange Outlook Web Access S/MIME**, and then click **Change/Remove**.

Help Protect Your Privacy

Outlook Web Access helps you control unwanted and unsolicited messages ("junk e-mail") and block links to external content that can make you the target of junk e-mail messages.

Turn on the Junk E-mail Filter

1. Under **Privacy and Junk E-mail Prevention**, select the **Filter Junk E-mail** check box.
2. To add or modify e-mail addresses or domains in your junk e-mail lists, see Manage junk e-mail.

Block External Content in HTML E-Mail Messages

HTML messages you receive can include links to external content, such as pictures or sounds. These links aren't the kind that are underlined (hot) and that you click on. They are references in the HTML source code to an external location on the Internet, such as a Web site. When you open or preview the message, your computer downloads the external content so that the picture can be displayed or the sound played. This is typically done by legitimate senders to avoid sending large messages.

However, junk e-mail senders use the downloading of external content by your computer to verify your e-mail address as "live." Once they know there is a real person associated with your address, you can then become the target of more junk e-mail. External content used to identify you in this way is called a Web beacon.

To prevent Outlook Web Access from downloading Web beacons, under **Privacy and Junk E-mail Prevention**, select the **Block external content in HTML e-mail messages** check box.

Choose How to Reply To Read Receipt Requests

In addition to requesting a read receipt for e-mail messages you send, you can, as a recipient, choose whether to send a read receipt whenever one is requested of you.

To send a read receipt automatically whenever one is requested, select **Always send a response**.

To never send a read receipt, select **Do not automatically send a response**.

Change the Color Scheme

You can customize the appearance of Outlook Web Access by selecting a color scheme that matches your current Windows theme or color scheme.

To Change the Color Scheme

1. Under **Appearance**, in the drop-down menu, select a color.
2. Click **Save and Close**.

Set Date and Time Formats

To set the date and time formats used in your message folders and calendar items, use the drop-down lists to select your preferred format for the different styles.

Note The date and time formatting options may vary, depending on the language configured for Internet Explorer. Outlook Web Access uses the browser language setting to provide region-specific options.

Customize Your Calendar View

You can customize your calendar using Calendar options.

To set the day your calendar displays as the beginning of the week, select the appropriate day from the **Week begins on** list.

To set the times Outlook Web Access will display for each business day, select the appropriate times from the **Day start time** and **Day end time** lists.

To select when Outlook Web Access will begin numbering weeks for the current year, select the appropriate option from the **First week of year** list. The week numbers are displayed in the date picker window in Calendar. If you don't want weeks to be numbered, select **Do not display week numbers**.

Set Reminders for Calendar Items and Tasks

1. To receive reminder messages before your appointments and meetings, select the **Enable reminders for Calendar items** check box.
2. To receive reminder messages for tasks that are coming due, select the **Enable reminders for Task items** check box.
3. To also be reminded with a sound, select the **Play a sound when a reminder is due** check box.
4. In the **Default reminder** list, select the amount of time before the item occurs that you would like to receive a reminder.

For more information about reminders, see About Calendar reminders or About task reminders.

Customize Address Book Searches

You can select which address book to search first when resolving the name of a contact.

- To set your organization's address book as the first place to search, select **Global Address List**.
- To set your personal contacts as the first place to search, select **Contacts**.

Change Your Windows Password

- Click **Change Password**. You will be directed to a Web site set up by an administrator in your organization for this purpose. Contact your server administrator for more information.

Recover Items You've deleted

After you delete an item from your Deleted Items folder it is permanently deleted. However, you can recover a deleted item if you change your mind about deleting it.

Important Deleted items are recoverable only for a limited time. The amount of time you have to recover an item is configured on the computer running Exchange Server. For more information, contact a system administrator in your organization.

1. On the toolbar, click **View Items**.

   Tip Another way to open this window is to select your Deleted Items folder from the Navigation Pane, and then click **Recover Deleted Items** on the toolbar.

2. In the **Recover Deleted Items** dialog box, select the item you want to recover. Hold down CTRL or SHIFT to select multiple items.

   Note If the item you want to recover isn't there, it's likely that the recovery time has expired for that item.

3. To return the selected items to your Deleted Items folder, click **Recover** on the toolbar, or click **Permanently Delete** to permanently destroy the items.

Optional Material

Keyboard Shortcuts

Calendar (Daily view)

Key combination	Function
ENTER	Open the selected appointment or meeting.
CTRL+N	Create a new appointment or meeting.
DEL	Delete the selected appointment or meeting. For recurring appointments or meetings, only the selected occurrence is deleted.
TAB	In "tab order," select the next element in the Calendar Daily view. Appointments and meetings are also selected in turn.
SHIFT+TAB	In "tab order," select the previous element in the Calendar Daily view. Appointments and meetings are also selected in turn.

Calendar (Monthly view date selector)

Key combination	Function
ENTER	View the selected date.
RIGHT ARROW	Select the next day.
LEFT ARROW	Select the previous day.
DOWN ARROW	Select the same day of the next week.
UP ARROW	Select the same day of the previous week.
CTRL+RIGHT ARROW	Select the next month.
CTRL+LEFT ARROW	Select the previous month.
CTRL+SHIFT+RIGHT ARROW	Select the same month of the next year.
CTRL+SHIFT+LEFT ARROW	Select the same month of the previous year.

Contacts

Key combination	Function
ENTER	Open the selected contact.
CTRL+N	Create a new contact.
DEL	Delete the selected contact.
SHIFT+DEL	Permanently delete the selected contact.
UP ARROW	Select the previous contact in the list.
DOWN ARROW	Select the next contact in the list.
SHIFT+UP ARROW	Select the current and previous contacts in the list.
SHIFT+DOWN ARROW	Select the current and next contacts in the list.
HOME	Select the first or topmost contact in the list.
END	Select the last contact in the list.
PAGE UP	For contact lists of two or more pages, select the first contact on the previous page.
PAGE DOWN	For contact lists of two or more pages, select the first contact on the next page.
TAB	In "tab order," select the next element in the Contacts view.
SHIFT+TAB	In "tab order," select the previous element in the Contacts view.

Inbox and other e-mail folders

Key combination	Function
ENTER	Open the selected message.
CTRL+N	Open a new message form.
CTRL+Q	Mark the selected message as read.
CTRL+U	Mark the selected message as unread.
CTRL+R	Reply to the selected message.
CTRL+SHIFT+R	"Reply all" to the selected message.
CTRL+SHIFT+F	Forward the selected message.
DEL	Delete the selected message.
SHIFT+DEL	Permanently delete the selected message.
UP ARROW	Select the previous message in the list.
DOWN ARROW	Select the next message in the list.
SHIFT+UP ARROW	Select the current and previous messages in the list.
SHIFT+DOWN ARROW	Select the current and next messages in the list.
HOME	Select the first or topmost message in the list.
END	Select the last message in the list.
PAGE UP	For message lists of two or more pages, select the first message on the previous page.
PAGE DOWN	For message lists of two or more pages, select the first message on the next page.
TAB	In "tab order," select the next element in the Inbox view.
SHIFT+TAB	In "tab order," select the previous element in the Inbox view.

Options

Key combination	Function
CTRL+S	Save your changes and close the **Options** page.

Public folders (posts)

Key combination	Function
ENTER	Open the selected post.
CTRL+N	Create a new post.
CTRL+R	Reply to a post.
CTRL+Q	Mark the selected post as read.
CTRL+U	Mark the selected post as unread.
DEL	Delete the selected post.
SHIFT+DEL	Permanently delete the selected post.
UP ARROW	Select the previous post in the list.
DOWN ARROW	Select the next post in the list.
SHIFT+UP ARROW	Select the current and previous posts in the list.
SHIFT+DOWN ARROW	Select the current and next posts in the list.
HOME	Select the first or topmost post in the list.
END	Select the last post in the list.
PAGE UP	For post lists of two or more pages, select the first post on the previous page.
PAGE DOWN	For post lists of two or more pages, select the first post on the next page.
TAB	In "tab order," select the next element in the Public Folders view. Posts are not selected in sequence.
SHIFT+TAB	In "tab order," select the previous element in the Public Folders view. Posts are not selected in sequence.

Rules

Key combination	Function
CTRL+N	Create a new rule.
ENTER	Modify the selected rule.
CTRL+D or DELETE	Delete the selected rule.
UP ARROW	Select the previous rule in the list.
DOWN ARROW	Select the next rule in the list.
CTRL+UP ARROW	Move the selected rule up.
CTRL+DOWN ARROW	Move the selected rule down.
CTRL+S	Save the rule and close the **Edit Rule** dialog box.

Tasks

Key combination	Function
ENTER	Open the selected task.
CTRL+N	Create a new task.
DEL	Delete the selected task. For recurring tasks, the entire series is deleted.
SHIFT+DEL	Permanently delete the selected task.
UP ARROW	Select the previous task in the list.
DOWN ARROW	Select the next task in the list.
SHIFT+UP ARROW	Select the current and previous tasks in the list.
SHIFT+DOWN ARROW	Select the current and next tasks in the list.
HOME	Select the first or topmost task in the list.
END	Select the last task in the list.
PAGE UP	For task lists of two or more pages, select the first task on the previous page.
PAGE DOWN	For task lists of two or more pages, select the first task on the next page.
TAB	In "tab order," select the next element in the Tasks view.
SHIFT+TAB	In "tab order," select the previous element in the Tasks view.

Message and meeting request forms

Key combination	Function
CTRL+>	View the next item in the list.
CTRL+<	View the previous item in the list.
CTRL+R	Reply to the sender of the item.
CTRL+SHIFT+R	Reply to everyone in the **To** and **Cc** boxes.
CTRL+SHIFT+F	Forward the item.
TAB	In "tab order," select the next element in the item.
SHIFT+TAB	In "tab order," select the previous element in the item.
CTRL+TAB	Return to the beginning of the tab sequence in the item. For example, in a meeting request, if an attendee's name is selected, pressing CTRL+TAB resets the focus so that pressing TAB selects **Accept** in the toolbar.

New appointment and meeting request forms

Key combination	Function
CTRL+S	Save the appointment or meeting request.
CTRL+D	Delete the appointment or meeting request.
CTRL+ENTER or ALT+S	Send the appointment or meeting request.
CTRL+K or ALT+K	Resolve the names in the address boxes.
ALT+E, ALT+O, or ALT+Q	Open the **Find Names** dialog box from the new meeting request form.

New message form

Key combination	Function
CTRL+S	Save the message.
CTRL+D	Delete the message.
CTRL+ENTER or ALT+S	Send the message.
F7	Check the spelling in the message.
CTRL+K or ALT+K	Resolve the names in the address boxes.
ALT+T, ALT+C, or ALT+B	Open the **Find Names** dialog box.

Text editing

Key combination	Function
BACKSPACE	Delete the selection or the character to the left of the insertion point.
CTRL+BACKSPACE	Delete the word to the left of the insertion point but not the space before the word.
CTRL+C	Copy the selection to the Clipboard.
CTRL+V	Paste the contents of the Clipboard into the current location.
CTRL+X	Cut the selection to the Clipboard.
DELETE	Delete the selection without copying it to the Clipboard.
INSERT	Toggle between inserting and overwriting text.
CTRL+Z	Undo the effect of the most recent formatting command.
CTRL+Y	Reapply the most recent formatting command.
CTRL+F	Find text.
SHIFT+F10	Display the context menu if one exists. This is equivalent to right-clicking an item or element in the text.
CTRL+L	Display the **Hyperlink** dialog box, which allows you to insert or change a hyperlink in the text.

Text formatting

Key combination	Function
CTRL+B	Toggle bold formatting.
CTRL+I	Toggle italic formatting.
CTRL+U	Toggle underlining.
CTRL+T	Increase the paragraph indent. This shortcut doesn't work if you have the S/MIME Control installed.
CTRL+SHIFT+T	Decrease the paragraph indent. This shortcut doesn't work if you have the S/MIME Control installed.

Bidirectional layout

Key combination	Function
CTRL+LEFT SHIFT	Sets the message area for left-to-right typing and editing. This is the orientation for most Western languages.
CTRL+RIGHT SHIFT	Sets the message area for right-to-left typing and editing. This is the orientation for languages such as Arabic and Hebrew. When you press CTRL+RIGHT SHIFT, the scroll bar will move to the left edge of the message window.